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Bilingual IT Support Engineer | Global Financial Firm

IT Support Engineer | Financial Firm

Job Information

Recruiter
[Michael Page](#)
Job ID

1527676

Industry

Investment Banking

Job Type

Temp to Perm

Location

Tokyo - 23 Wards

Salary

Negotiable, based on experience

Refreshed

March 18th, 2025 21:24

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Provide technical support for enterprise messaging and collaboration services, ensuring seamless communication across a global organization. Manage platform upgrades, security enhancements, and daily operations while working with international teams.

企業情報

A leading global financial services firm with a strong presence in Japan, providing innovative investment, banking, and asset management solutions. The company operates a large-scale IT infrastructure, supporting thousands of users worldwide with cutting-edge technology and a collaborative work environment.

職務内容

- Provide technical support for Microsoft Exchange (on-premise & cloud), Microsoft Teams, MobileIron, and other messaging/collaboration tools.
- Manage and maintain messaging infrastructure, including SMTP mail routing, archiving, and enterprise mobile device management.
- Design and execute platform migrations and system upgrades for large-scale environments.
- Handle incident management, root cause analysis, and problem resolution.

- Automate monitoring and maintenance tasks using PowerShell scripting.
- Work with global teams and external vendors to enhance messaging solutions.
- Participate in rotational weekend and on-call support.

条件・待遇

- Opportunity to work in a global financial institution with a large-scale IT infrastructure.
- Exposure to cutting-edge messaging and collaboration technologies.
- International, collaborative work environment with career growth opportunities.
- Hybrid work model with long-term contract potential.
- Competitive benefits, professional development programs, and work-life balance support.

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Naoko Toda at +81 3 6832 8648.

Required Skills

- 5+ years of experience in messaging and collaboration services within a global organization.
 - Strong knowledge of Active Directory, Exchange, SMTP mail routing, and Microsoft Teams.
 - Proficient in incident, change, and problem management in enterprise IT environments.
 - Skilled in PowerShell scripting and automation.
 - Strong communication skills in both English and Japanese (Japanese is a plus).
 - Ability to manage multiple tasks in a fast-paced, global setting.
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Company Description

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